

**PBRC MANUAL:
ONLINE VERSION**

Help Guide

Manual Online Help Guide

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1. **How do I subscribe to the PBRC Manual: Online/Print Version?**

- **First, you must access the PBRC Manual order form at:**
http://pbrcmanual.cssny.org/orderform_1.htm
- **Print the form, follow the instructions and mail it in with payment. Please print clearly all information requested to help eliminate any errors.**
- **Online Version: Once we receive payment, PBRC will forward you an e-mail with specific instructions on how to sign up for an online Manual account; you will need to select a user name and password.**
 - **After you sign up, PBRC will approve your account and only then will you be able to access the Manual. Please allow at least one business for this process.**
- **Print Version: PBRC will mail the Manual via UPS within 1 week of when payment is received. If it will take longer, you will be notified.**
 - **Please make sure to include a person's name, as the Manual will not be sent to an address with out a name.**
- **If you have a question about ordering either the print or online version, contact the Administrative Assistant at (212) 614-5578.**

2. **Can people who do not subscribe to the Manual access the Manual documents?**

- **No, if you do not have a user name and password from PBRC, you will not be able to access the Manual documents. You will receive an error message when you try to enter a document.**
- **However, please feel free to utilize the free calculator PBRC has made available by clicking on the “calculator” icon in the upper right corner of the website.**
- **If you have any questions contact our Administrative Assistant at (212) 614-5578.**

3. How is the Manual organized?

- The PBRC Manual is separated into different categories by subject matter, which we call sections. There are 16 different sections in the Manual, which are indicated by the colored tabs on the left side of the PBRC Manual screen, beginning with “*Public Benefits Screening*”. Each section has the benefits/programs appropriate to its category. These sections correspond to the Print Version.
- For example, if you are searching for food resources, click on the “*Food/Nutrition*” tab/section on the left hand side of the screen.
- Once in a particular section, you will see an alphabetical listing of all the benefits/programs within that section, which we call chapters.
- For example, the Food/Nutrition section of the Manual is comprised of the following programs/chapters.
 - Children's Nutrition; School-based, Child Care & Summer Meals
 - Emergency Food/Hunger Programs
 - Food Stamps
 - Food and Nutrition
 - Government Surplus Food Distribution
 - Senior Citizen Nutrition
 - WIC: Women, Infants and Children Nutrition Program
- Click on the program/chapter that interests you. Each program/benefit has a table of contents to help you navigate through the chapter.

4. How do I find what I am looking for?

- Each chapter has a table of contents that contain chapter headings, the first level of navigation to assist you in finding the specific information you are seeking. The typical chapter headings you will find under the various chapters (programs/benefits) are:
 - **Introduction**: Overview of program, including who has administrative oversight of the program.
 - **Benefits**: A description of the program's benefit and how it operates.
 - **Eligibility Criteria**: The rules that an individual/household must meet to qualify for the benefit.
 - **Application Process**: The procedures an applicant must follow to obtain the benefit.
 - **Recertification Process**: The procedures a recipient must follow to continue to receive the benefit.
 - **Documentation**: A listing of the various documents needed to verify an applicant's eligibility or a recipient's ongoing eligibility.
 - **Appeal Process**: The rights an applicant/recipient has if a benefit is denied, terminated, reduced, or sanctioned.
 - **Local Offices and Contact Information**: The listing of the local offices where an individual can apply to obtain benefits.
 - **Resources and Information**: A listing of resources and agencies that provide additional resources and information for the advocate or individual client.
- Please note that not all chapters have the above chapter headings. Some chapters have additional chapter headings - usually the situation for larger chapters, some have less – usually the situation for smaller chapters.
- Larger chapters also have a second level of navigation, which we call sub-headings. For example in the Food Stamps chapter, one of the chapter headings is “*Work Requirements*”. When you click on “*Work Requirements*” the following sub-headings come up: *Overview, Exemptions from the FSET Work Requirements, Sanctions, Time Limits, and Voluntary Quit*. This second level of navigation should make it easier for you to find the specific information you are seeking. Remember this second level is only available in the larger chapters.
- When you click on a specific chapter heading or sub-heading, you will be brought to the area in the chapter where that information is found.
- If you want to view the chapter from the beginning simply click on “*Introduction.*”
- **Please Note**: In some cases if you click on a chapter heading or sub-heading, you will be brought to that specific place. However, sometimes you may have to scroll up or down to view that particular portion of the chapter.

5. How do I use the Food Stamp Calculator?

- The Food Stamp calculator is *free* to anyone who wants to screen a household's potential eligibility for benefits.
- The calculator only evaluates the household's income eligibility. For other eligibility criteria refer to the Food Stamp chapter in the Manual.
- Some words in the calculator are underlined and in **red** to aid you in utilizing the calculator.
 - Click on the red words to find the definition/explanation for that particular concept.
 - It is helpful to close the window when you are finished reading it.
 - Typically, the fewer windows you keep open the more efficiently your computer will operate.
- Go through the calculator questions in the order in which they are asked to get the best results.
- If you are determining the benefit amount for multiple households, hit the *Refresh* button on your browser or click the *Reset* button at the bottom of the calculator each time you want to calculate a benefit amount for a new case. This will clear all previous information; otherwise, you may not get the accurate results in budget calculations.
- Please read the instructions at the FS calculator site prior to using the calculator.

6. What are the different viewing options?

- The Manual has two different methods of web viewing to accommodate user preferences: *Continuous View* or *Page-by-Page View*.
- In each chapter you will notice in the upper right corner the words “**Change View**”. This allows you to switch between the two different view options.

Continuous View

- This is the online manual’s default view, meaning, it is the view available when you first enter the document.
- In this view, you have access to the entire portion of the chapter heading or sub-heading heading you clicked on without interruption. For example, if you clicked on the Food Stamp chapter and the chapter heading “*Introduction*”, you have access to all of the information contained under the “*Introduction*” heading. You may have to scroll down to view the entire portion.
- In smaller chapters, you will usually have access to the entire chapter, regardless of where you click in.
- In larger chapters, you will need to click on the back button on your browser once you have finished reading the information in the chapter heading or sub-heading. This will bring you back to the listing of programs (chapters) available in that section.

Page-By-Page View

- To access the page-by-page view, you must click on the “*Change View*” in the upper right hand corner of the screen; you cannot default to this view. This view corresponds with the *PBRC Manual: Print Version*.
- This view has a drop down box with page numbers. The drop down box informs you of the full number of pages within that chapter and you can choose a particular page by clicking on each page. You can also use the “**previous**” or “**next**” buttons at the bottom and top of each page.
- On the left hand side of the drop down box is the “**Contents**” button. This will bring you back to the table of contents for just that particular chapter.
- On the right hand side of the drop down box is the “**Category**” button. This will bring you back to the listing of programs (chapters) available in that section.
- When you change from “*Page by Page View*” back to “*Continuous View*” you will be brought to the spot where you originally entered, not where you left off.

7. **What do I do if the information shows up blank in a particular chapter?**
- **Hit the “Refresh” Button on the top of your browser.**
 - **If this does not work, contact the administrative assistant at (212) 614-5578.**

8. Is the Manual updated and how do I obtain the updates?

- **This third edition of the Manual was originally published in July 2001 and is updated four times each year to reflect changes from January, April, July, and October.**
- **Online users do not need to do anything to obtain these updates; it is automatically done.**
- **You will be notified via email any time the online version is updated.**
- **Print Users will have their manual updates mailed to them on a quarterly basis. You will need to insert the updated pages in your manual(s) and discard the existing pages.**
- **You will receive the Manual updates for free in the first calendar year that you purchase the Manual. Thereafter, you must renew your subscription to keep your Manual up-to-date.**
- **You will be notified by mail when it is time to renew.**
- **The cost of renewal is:**
 - **Print version**
 - **For one set of updates \$75.00 for the year, \$30.00 for each additional set, if you have purchased more than one manual.**
 - **Online version**
 - **\$75.00 for the year.**
 - **Print and online version**
 - **\$100.00 for 1 set of print & online version.**
 - **Each additional print or online is \$30.00**
 - **Each additional online is \$30.00**
- **For assistance with renewing please contact our Administrative Assistant at 212-614-5578.**

9. **Why are the dates sometimes different throughout the chapter?**

- In the top left corner of each chapter page is a date, which reflects when that particular page was last updated.
- The date on page one, however, reflects when any information in that chapter was updated.
- If the date does not change on a particular page, this means information on that page **represents the latest information** we have to the best of PBRC's knowledge.
- To find out what information has changed on a particular page, check the "*What's New*" icon. This contains a chart, which lists the pages and what changed on that page for the most recent quarterly updates. The "*Archives*" icon has a listing of all the historical update charts.

10. What is Volume I and Volume II?

- **Throughout the text, there are references to Vol. I or Vol. II and to a particular section, chapter and chapter heading.**
- **This is because the *PBRC Manual: Online Version* is modeled after the print version of the manual.**
- **The print version is divided into two volumes. The volume numbers aid those with the print version to identify which book to use.**
- **For the purposes of the online version, the volume numbers are not necessarily useful. However, the remaining information will aid you in identifying relevant sections and chapters that you may need to obtain further information.**

11. What do I do if I forget my password?

- **Passwords are case sensitive, therefore you must input the password with any upper or lower case letters that you originally selected.**
- **If you are unable to remember your exact password, contact the Administrative Assistant at (212) 614-5478.**

12. **How do I contact PBRC?**

Please feel free to contact a PBRC staff member with any questions or comments you may have. <http://pbrcmanual.cssny.org/contact.htm>